



# United States Department of the Interior

## BUREAU OF LAND MANAGEMENT

California State Office

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[www.ca.blm.gov](http://www.ca.blm.gov)



June 5, 2001

In Reply Refer To:

1400-451(P)

CA-945

EMS TRANSMISSION: 06/05/01

Information Bulletin No. **CA-2001-037**

To: All Employees

From: DSD, Support Services Division

Subject: Customer Service Excellence Award

**DD: 07/13/01**

Nominations for the subject award are being requested through Washington Office Information Bulletin No. 2001-112, dated May 25, 2001. Please follow the instructions and criteria provided in the attached memorandum when submitting your nominations.

Nominations should be forwarded to Angie Dailly, Branch of Human Resource Services (CA-945), no later than July 13, 2001. All nominations from BLM California will be consolidated and forwarded to Washington as a package. If you have any questions, please contact Angie Dailly, Human Resource Services at (916) 978-4462.

Signed by:  
Karen Barnette  
DSD, Support Services

Authenticated by:  
Richard A. Erickson  
Records Management

1 Attachment

1- Information Bulletin No. 2001-112  
with attachment

UNITED STATES DEPARTMENT OF THE INTERIOR  
BUREAU OF LAND MANAGEMENT  
WASHINGTON, D.C. 20240

**May 25, 2001**

In Reply Refer To:  
1400-451 (WO-710) P

EMS TRANSMISSION 05/30/2001  
Information Bulletin No. **2001-112**

To: All Employees

From: Assistant Director, Human Resources Management

Subject: Customer Service Excellence Award

**DD: 07/20/2001**

This Information Bulletin (IB) announces the establishment of the Bureau of Land Management (BLM) Customer Service Excellence Award and also solicits award nominations. The award provides recognition to employees, organizational units, teams, and contractors who are providing exceptional service to our customers, partners, and stakeholders. It is intended to increase awareness of BLM employees who work closely with our customers, take the time to ask our customers for feedback, identify opportunities for improvement, and implement actions to improve the way the BLM does business.

The Customer Service Excellence Award should not be confused with the Public Service Recognition Award. The Public Service Recognition Award is an honor award presented annually to recognize public service contributions of an employee. The Customer Service Excellence Award is intended to be informal and provide recognition of customer-oriented interactions and activities.

**Nomination Procedures:** Nominations may be made to recognize both internal as well as external customer service, i.e., services provided to another office, bureau or agency, state, local, tribal, or foreign governments, private sector or non-profit organizations, and the general public. Department of the Interior contractors are eligible for the award and non-monetary recognition. Supervisors, peers, and customers are eligible to nominate BLM employees, organizational units, teams, and contractors who should be recognized for their efforts. The same employee, contractor, team, or organizational unit may only be recognized with a Customer Service Excellence Award once a year.

To be nominated, an individual, team activity, or organization must demonstrate special initiative and/or innovation in one or more of the following areas:

- Improving the quality or delivery of a BLM product or service;

- Responding to customer service requirements in a timely and courteous manner;
- Solving customer service problems/concerns quickly and innovatively;
- Developing new ways of doing business that benefit BLM customers, partners and/or stakeholders;
- Providing outstanding service to BLM customers, partners, and/or stakeholders.

**Submission of Nominations:** The accomplishment to be recognized should have been achieved during the time frame of January 1, 2001, through the nomination deadline. The attached form should be completed and submitted through the nominee's supervisor (in the case of a contractor, through the contractor's supervisor and the local BLM contracting officer) to the Assistant Director, Human Resources Management, Attention: Debbie Esposito (WO-710), 1849 C Street, N.W., Room 5628, Washington, D.C. 20240. You may also e-mail the information to [Debbie\\_Esposito@wo.blm.gov](mailto:Debbie_Esposito@wo.blm.gov) or fax it to (202) 501-6718. Please direct any questions to Debbie Esposito at (202) 208-4695. Deadline for receipt of nominations is **Friday July 20, 2001**.

**Description of Award:** The Customer Service Excellence Award is a non-monetary award. A certificate signed by the Director and a BLM memento will be presented to the award recipients.

**Selection of Awardee(s):** Nominations submitted will be reviewed by a panel of WO BLM management officials who will select up to twelve Bureau-level Customer Service Excellence Award recipients. Up to three selections may be made in each category (employee, organizational unit, team, or contractor).

**Announcement of Awardee(s):** In addition to being notified in writing, an announcement will be posted on BLM's web page to spotlight the award recipients.

**Secretary's Annual Customer Service Excellence Award:** Annually, the BLM will select and forward one employee, contractor, team, or organizational unit who best represents customer service excellence for recognition by the Secretary of the Interior. The nominee(s) will be announced and recognized at the BLM pre-convocation award ceremony and also at the Department of the Interior convocation award ceremony.

Signed by:  
Concetta B. Stewart  
Acting Assistant Director  
Human Resources Management

Authenticated by:  
Barbara J. Brown  
Policy & Records Group, WO-560

1 Attachment

1 - Nomination Form (1 p)

Nomination Form  
Customer Service Excellence Award  
Bureau of Land Management

Please submit your nomination as directed in the IB under the section **Submission of Nominations**.

**NAME OF EMPLOYEE, TEAM, ORGANIZATIONAL UNIT, OR CONTRACTOR TO BE RECOGNIZED:**\_\_\_\_\_

**OFFICE LOCATION:**\_\_\_\_\_

**ADDRESS:**\_\_\_\_\_

**NOMINATED BY:**\_\_\_\_\_ **PHONE:**\_\_\_\_\_

**Justification:** In one page or less, please describe why the employee, team, organizational unit, or contractor named above should be recognized. For example, how have customer service and customer satisfaction levels been improved? How have customers been engaged in the process? What are the benefits and outcomes of the improvement? Please attach the justification to this nomination form.

**Signed:**\_\_\_\_\_  
(Nominating Individual)

**Date:**\_\_\_\_\_

**Approved:**\_\_\_\_\_  
(Nominee's Supervisor)

**Date:**\_\_\_\_\_

\_\_\_\_\_  
\*(Contractor's Supervisor)

**Date:**\_\_\_\_\_

\_\_\_\_\_  
\*(Local BLM Contracting Officer)

**Date:**\_\_\_\_\_

\* If a contractor is being nominated, the above signatures must be obtained before submitting the nomination.